



Listening Self-Assessment

You can check your own listening skills by taking this four-minute self-assessment. As you take this, please think of a specific environment – at work, at home, or performing community work.

There is no ‘right’ or ‘wrong’ answer to the questions. The questions do not determine listening ability.

Please read each question carefully. Then determine from the rating scale how frequently you typically use the behaviors described in the environment you are considering. Choose one of the possible responses for each of the listening practices:

1. Almost Never 2. Seldom 3. Occasionally 4. Usually 5. Almost Always

	<u>Rating</u>
1. Seem patient and unhurried during conversations and meetings	_____
2. Respect others’ ideas and words regardless of business, social, or economic status	_____
3. Give full attention and am not preoccupied with other concerns	_____
4. Show appropriate nonverbal responses, such as nodding and facial expressions	_____
5. Listen more than talk	_____
6. Ask relevant questions for clarification of points that are technical or misunderstood.	_____
7. Take notes during conversations	_____
8. Stay on topic and ensure proper closure or agreement before changing the subject.	_____
9. Accurately recall comments or agreements at a later date	_____
10. Follow up with prompt actions	_____
11. Encourage others to give their views on subjects under discussion	_____
12. Appear to listen with an open mind free from personal biases.	_____
13. When encountering a difficult situation, I remain steady, calm, and patient.	_____
14. Correctly anticipate where the conversation is going	_____
15. Maintain comfortable eye contact with speaker.	_____
16. Allow others to finish without interrupting.	_____
17. Hold outside calls and distractions to a minimum during meetings and conversations.	_____
18. Repeat, paraphrase, or summarize comments to ensure understanding.	_____
19. Place myself in others’ position and understand their concerns and feelings.	_____
20. Consider content and logic, not be critical of others’ delivery, appearance, grammar, vocabulary, etc.	_____